AT&T Unified Communications Voice

IP Communicator Installation Guide

For Customer's System Administrator

V1.0 – June, 2013

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Welcome

This manual explains how to install Cisco IP (Internet Protocol) Communicator for AT&T Unified Communications (UC) Voice. It includes:

- Hardware and software requirements
- Installation instructions
- Basic configuration instructions

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1. Hardware and Software Requirements

Before installing IP Communicator for AT&T UC Voice, verify the following on the end users' computers:

- Full network connectivity to the AT&T UC Voice TFTP (Trivial File Transfer Protocol) server at 206.19.41.1 (USA) or 32.42.46.1 (Europe)
- The conduit has proper QoS (Quality of Service) configured
- The network that the computers reside on has DHCP (Dynamic Host Configuration Protocol) Option 150 configured to point to the AT&T UC Voice TFTP server

Also make sure the end users' PCs meet the requirements listed in Table 1 and use only the audio devices listed in Table 2.

Table 1. Computer Hardware and Software Requirements

Item	Description
Internal Hardware (Microsoft® Windows® 8)	• Microsoft Windows 8 Pro or Windows 8 Enterprise (32-bit or 64-bit) • Disk space: 200 MB free disk space • Memory: 3 GB RAM • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
Internal Hardware (Microsoft Windows 7)	• Microsoft Windows 7 Professional, Enterprise, and Ultimate 32-bit and 64-bit • Microsoft Windows 7 Service Pack 1 • Performance scores of 3 or higher • Disk space: 200 MB free disk space • Memory: 2 GB RAM (3 GB RAM recommended for 64-bit OS (Operating System)) • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card

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Item	Description
	• SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
Internal Hardware (Microsoft Windows Vista®)	• Microsoft Windows Vista Business Edition, Enterprise Edition, or Ultimate • Windows Vista Service Packs 1 (SP1) and 2 (SP2) • IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs are only supported on Windows 7 (WoW64). All other supported operating systems are 32-bit only. • Disk space: 200 MB free disk space • Memory: 2 GB RAM (see the software row in this table for the supported Vista OSs) • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
Internal Hardware (Microsoft Windows XP)	Microsoft Windows XP Desktop: • Pentium® P4 2.4 GHz or equivalent with Streaming SMD Extensions support required (Pentium 4 2.8 GHz or higher recommended) • Disk space: 200 MB free disk space • Memory: 1 GB RAM for Windows XP • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended) Laptops: • Pentium M 1.5 GHz or higher compatible processor (streaming SIMD Extensions support required); 1.7 GHz Pentium M or higher recommended

Notes:

- IP Communicator for AT&T UC Voice does not support Windows XP, Windows Vista, or Windows 7 Fast User Switching.
- IP Communicator for AT&T UC Voice is not supported in VMWare®, Citrix, Terminal Services, Remote Desktop, or other thin client environments.
- IP Communicator for AT&T UC Voice is supported only on Windows XP, Vista, Windows 7, and Windows 8 as shown in Table 1. IP Communicator for AT&T UC Voice supports x86-based processors running a 32-bit OS; 64-bit OSs are supported on Windows 7 (WoW64) and Windows 8. This integration runs as a 32-bit application in 64-bit versions of Windows 7 and Windows 8. All other supported operating systems are 32-bit only.

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Table 2. Tested Audio Devices

Jabra®	• Jabra PRO 9400 series: PRO9450, PRO9460 mono, PRO 9460 duo, PRO9465 duo, PRO9470 • Jabra BIZ 2400 USB • Jabra Speak™ 410 • Jabra Link series: Link280, Link220 • Jabra GO™ 6430 • Jabra GN2100 and GN2000
Plantronics®	• Blackwire® USB wired headset family • Calisto® USB handset/speakerphone family • CS50 and CS60 USB wireless headset system family • DA45 USB adapter family for use with Plantronics H-series headsets, also known as H-top headsets • Savi® Office wireless headset system family, DECT • Voyager PRO UC Bluetooth headset system family

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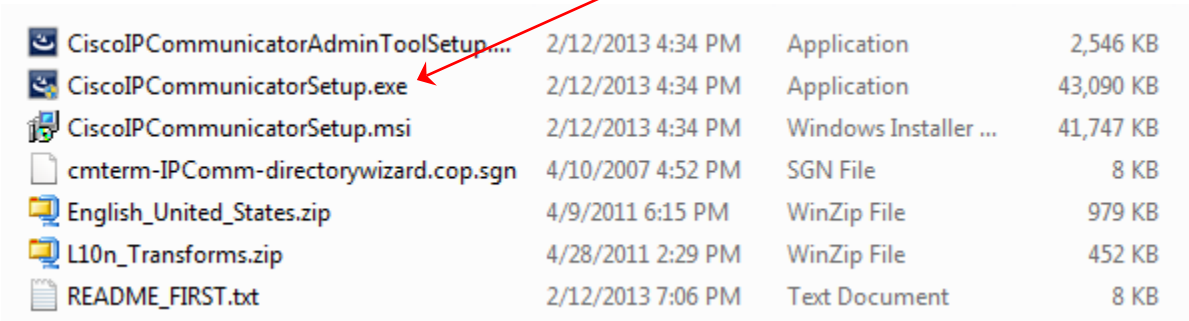
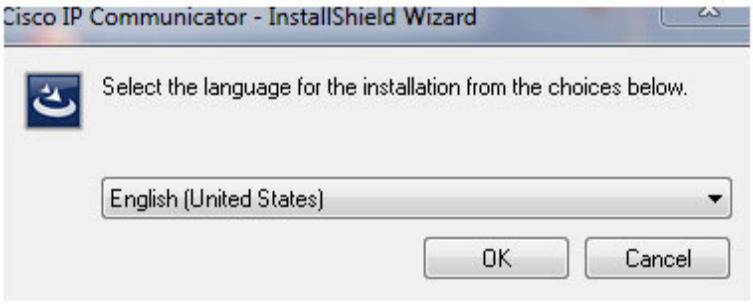
2. Installation

Perform the following steps to install IP Communicator for AT&T UC Voice on the end user's PC:

1. Log into the end user's computer using an account with administrator privileges.
2. Extract the downloaded file into a directory on the end user's disk drive. The extracted file need not be in a permanent location – it can be deleted after the software has successfully been installed. The user's desktop is an acceptable location.
3. Start the installation by double clicking "CiscoIPCommunicatorSetup.exe."


CiscoIPCommunicatorAdminToolSetup.... 2/12/2013 4:34 PM Application 2,546 KB
CiscoIPCommunicatorSetup.exe 2/12/2013 4:34 PM Application 43,090 KB
CiscoIPCommunicatorSetup.msi 2/12/2013 4:34 PM Windows Installer ... 41,747 KB
cmterm-IPComm-directorywizard.cop.sgn 4/10/2007 4:52 PM SGN File 8 KB
English_United_States.zip 4/9/2011 6:15 PM WinZip File 979 KB
L10n_Transforms.zip 4/28/2011 2:29 PM WinZip File 452 KB
README_FIRST.txt 2/12/2013 7:06 PM Text Document 8 KB

4. Accept the UAC (User Access Control) message if presented.
5. Select the appropriate language from the drop-down menu. Press the OK button. The software will extract files to a temporary location.


Cisco IP Communicator - InstallShield Wizard
Select the language for the installation from the choices below.
English (United States)
OK
Cancel

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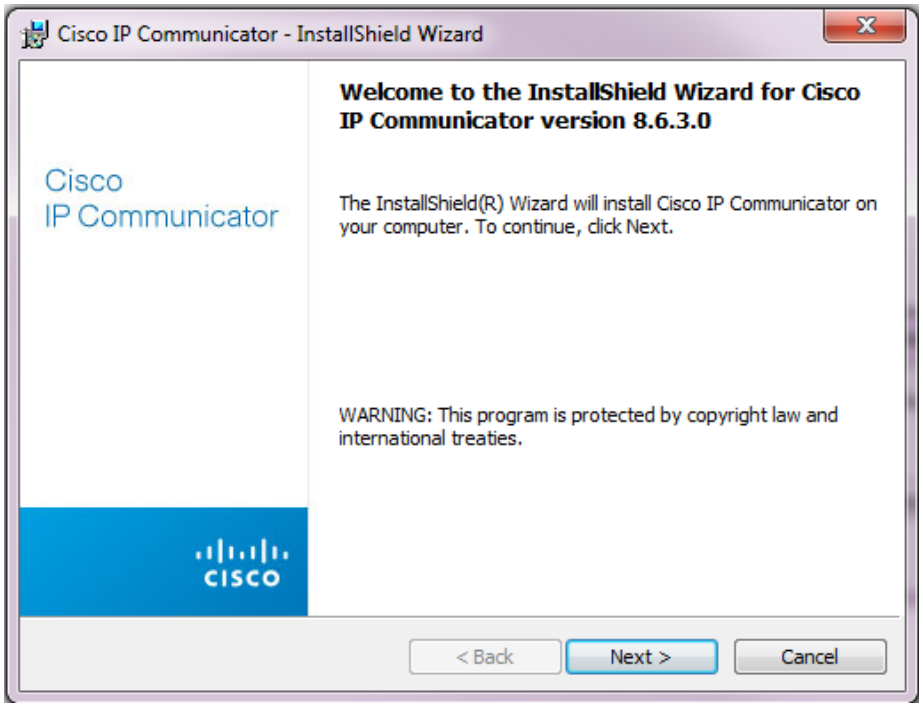
6. Click on the Next button.


Cisco IP Communicator - InstallShield Wizard
Welcome to the InstallShield Wizard for Cisco IP Communicator version 8.6.3.0
Cisco IP Communicator
The InstallShield(R) Wizard will install Cisco IP Communicator on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

7. Have the end user read through the End User License agreement. She/he should *accept* the terms of the license agreement and press the Next button.

Cisco IP Communicator - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
End User License Agreement
IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT CAREFULLY. DOWNLOADING, INSTALLING OR USING CISCO OR CISCO-SUPPLIED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT.
CISCO IS WILLING TO LICENSE THE SOFTWARE TO YOU ONLY UPON THE CONDITION THAT YOU ACCEPT ALL OF
I accept the terms in the license agreement
I do not accept the terms in the license agreement
InstallShield
< Back
Next >
Cancel

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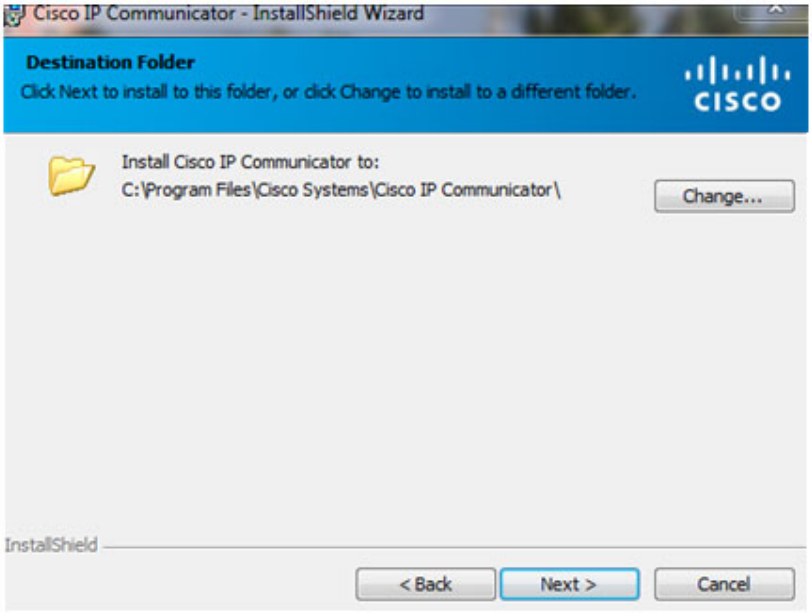
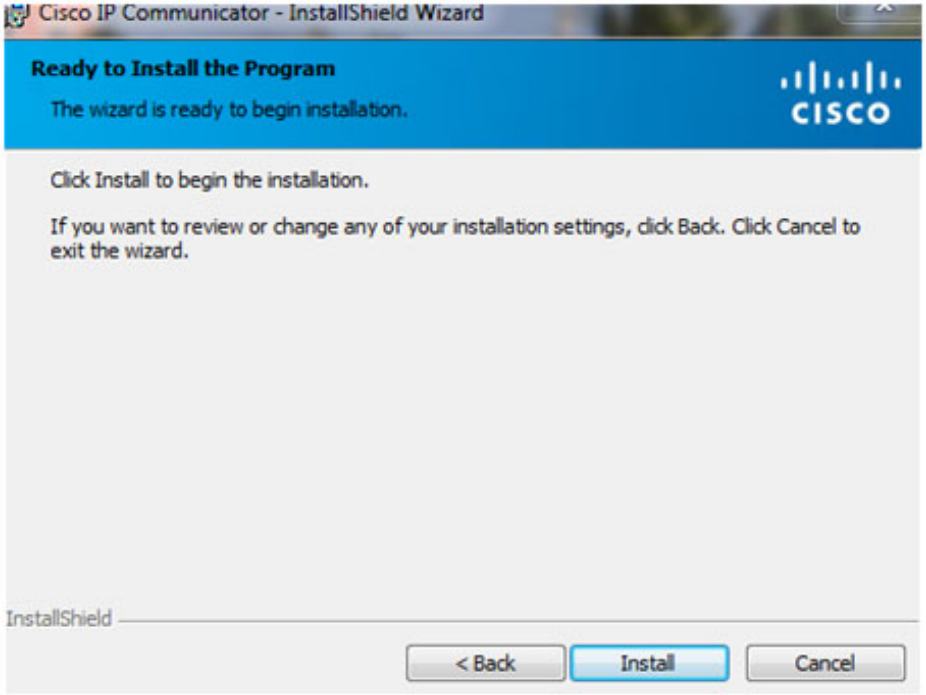
8. By default, IP Communicator for AT&T UC Voice is installed in the "C:\Program Files\Cisco Systems\Cisco IP Communicator" directory. This is usually a good location for the installation. If the end user needs to change the directory, the Change button should be clicked and the appropriate location selected. Generally, only the Next button needs to be clicked.


Cisco IP Communicator - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
CISCO
Install Cisco IP Communicator to:
C:\Program Files\Cisco Systems\Cisco IP Communicator\
Change...
InstallShield
< Back
Next >
Cancel

9. Click on the Install button.


Cisco IP Communicator - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
CISCO
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

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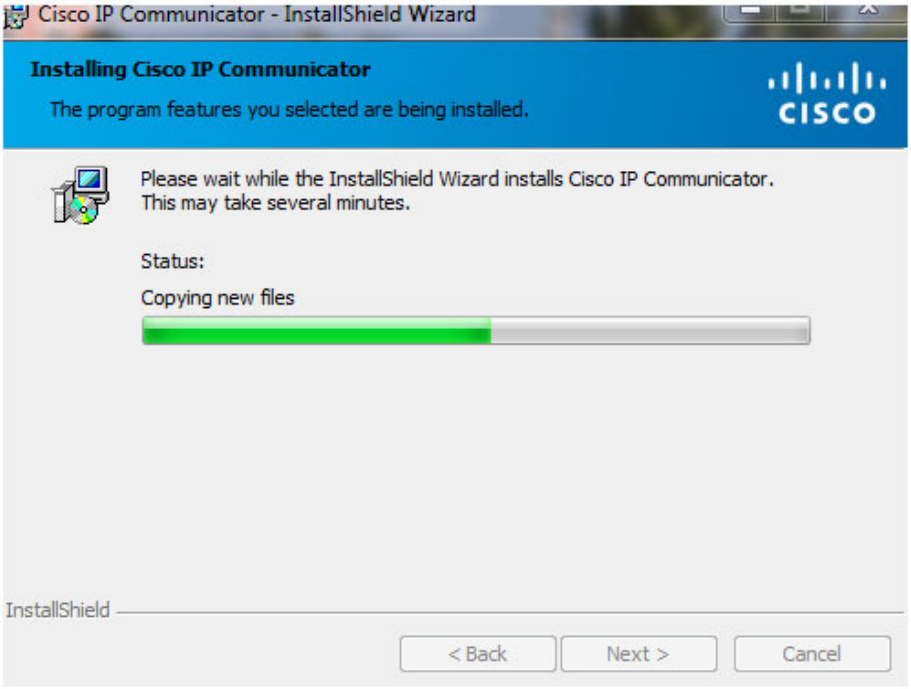
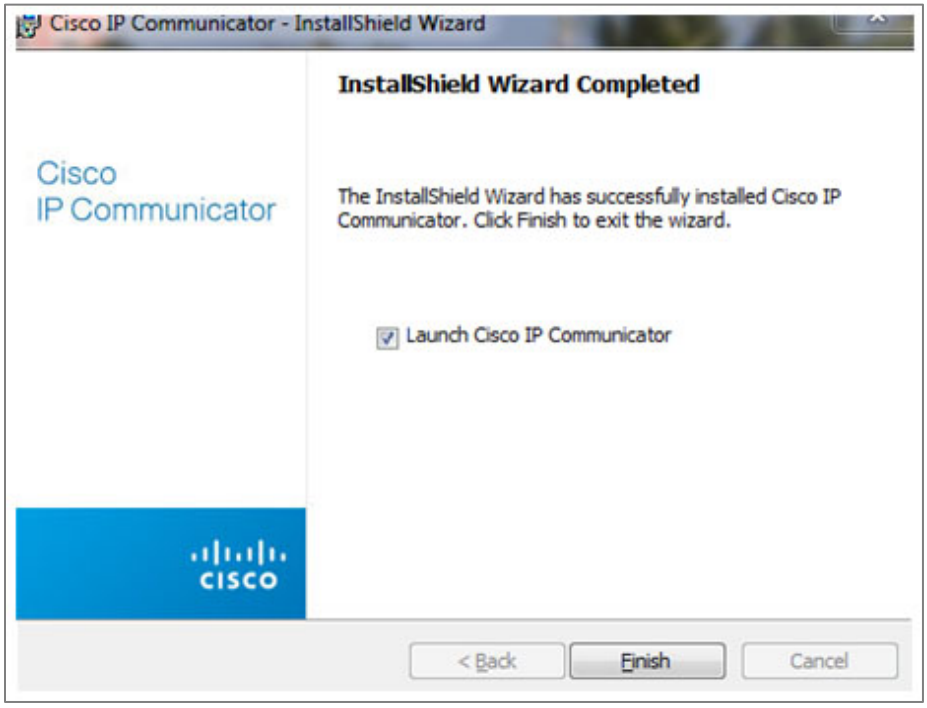
10. The installation of the software proceeds. The installation may take several minutes.


Cisco IP Communicator - InstallShield Wizard
Installing Cisco IP Communicator
The program features you selected are being installed.
cisco
Please wait while the InstallShield Wizard installs Cisco IP Communicator.
This may take several minutes.
Status:
Copying new files
InstallShield
< Back
Next >
Cancel

11. Once the installation has completed, select the "Launch Cisco IP Communicator" checkbox and click on the Finish button. If the end user has not connected the computer's headset, it should be connected prior to clicking on the Finish button. Also, the end user must have IP connectivity to the AT&T UC Voice IP PBX (Private Branch eXchange) servers prior to clicking on the Finish button.



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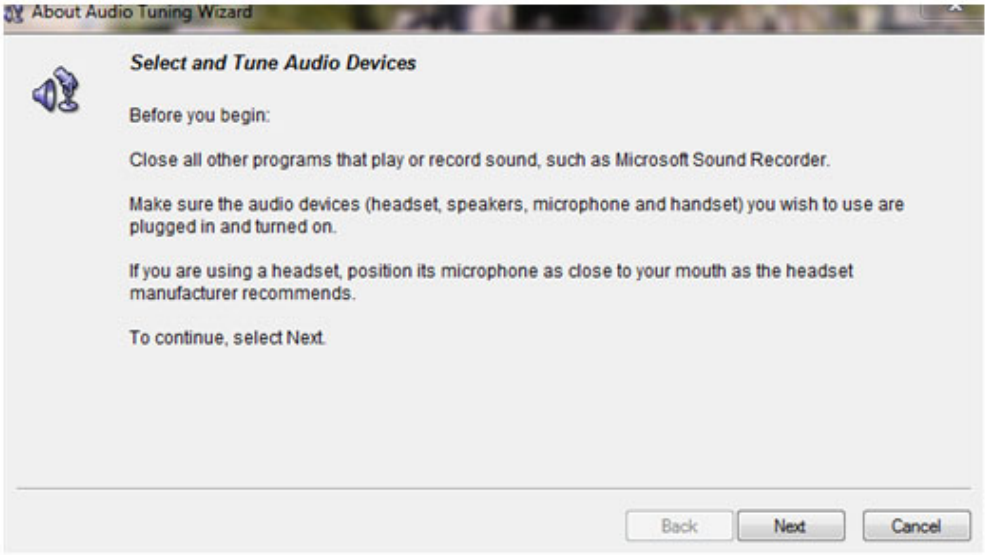
3. Basic Configuration

When end users launch IP Communicator for AT&T UC Voice for the first time, the Audio Tuning Wizard automatically opens.

1. Generally, the software runs through the speaker and microphone audio settings using the Audio Tuning Wizard during the initial configuration. Close all other programs that play or record sound. Also make sure all audio sources are connected (such as the computer's headset, the various speakers, and microphones). Press the Next button.


About Audio Tuning Wizard
Select and Tune Audio Devices
Before you begin:
Close all other programs that play or record sound, such as Microsoft Sound Recorder.
Make sure the audio devices (headset, speakers, microphone and handset) you wish to use are plugged in and turned on.
If you are using a headset, position its microphone as close to your mouth as the headset manufacturer recommends.
To continue, select Next.
Back
Next
Cancel

2. Set the audio source for each phone function. In the example below, the Logitech Headset (speakers and microphone) has been configured to be used in the Headset and Handset mode. The computer's speakers have been configured for the Speakerphone mode and Ringer. After setting the appropriate values, press the Next button.

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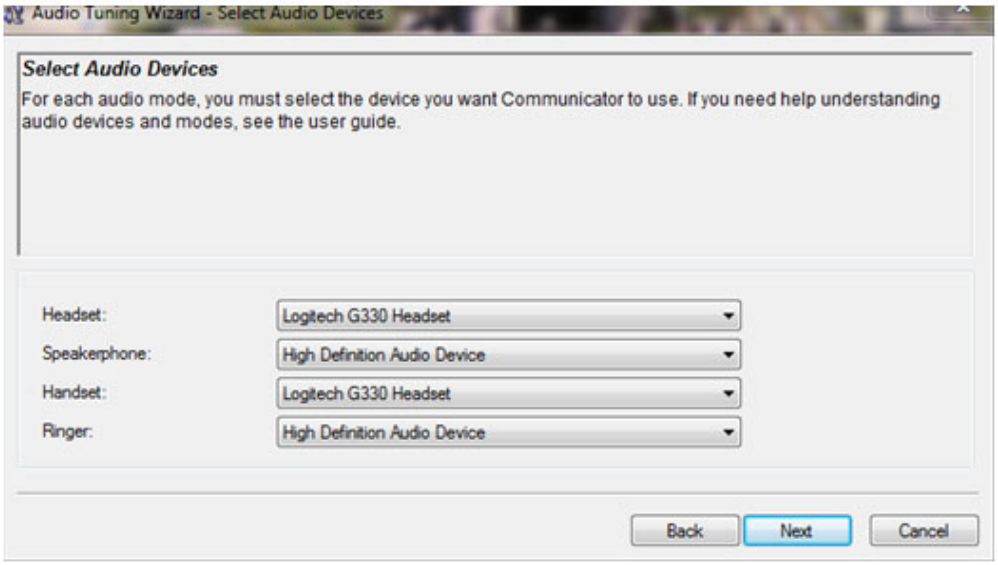
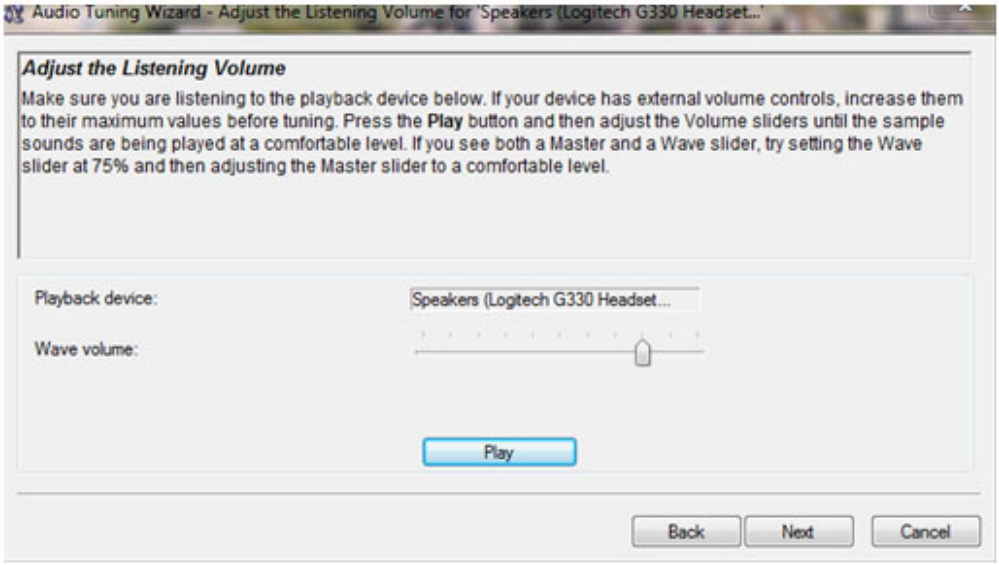

Audio Tuning Wizard - Select Audio Devices
Select Audio Devices
For each audio mode, you must select the device you want Communicator to use. If you need help understanding audio devices and modes, see the user guide.
Headset:
Logitech G330 Headset
Speakerphone:
High Definition Audio Device
Handset:
Logitech G330 Headset
Ringer:
High Definition Audio Device
Back
Next
Cancel

3. For each unique audio device, the following two screens are displayed.

   3a. Have the end user press the Play button and listen or speak into the microphone. During the speaker test, the end user should hear tones through the selected device (after pressing the Play button). Have the end user move the Wave Volume selector to adjust the sound to the appropriate volume. If the end user does not hear anything, the device's volume setting and connection should be verified. Once the perfect volume has been obtained, click on the Next button.


Audio Tuning Wizard - Adjust the Listening Volume for 'Speakers (Logitech G330 Headset...'
Adjust the Listening Volume
Make sure you are listening to the playback device below. If your device has external volume controls, increase them to their maximum values before tuning. Press the Play button and then adjust the Volume sliders until the sample sounds are being played at a comfortable level. If you see both a Master and a Wave slider, try setting the Wave slider at 75% and then adjusting the Master slider to a comfortable level.
Playback device:
Speakers (Logitech G330 Headset...
Wave volume:
Play
Back
Next
Cancel

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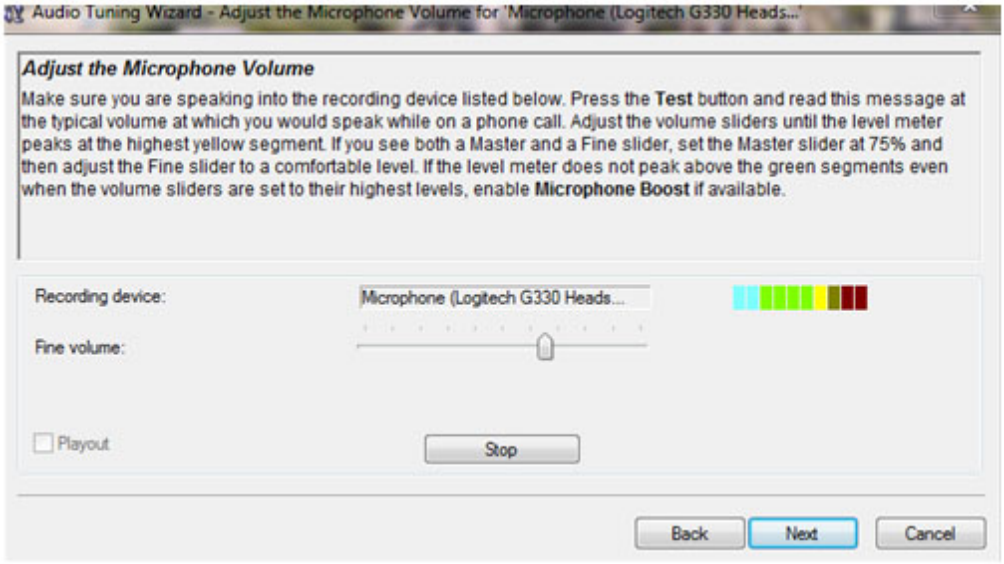
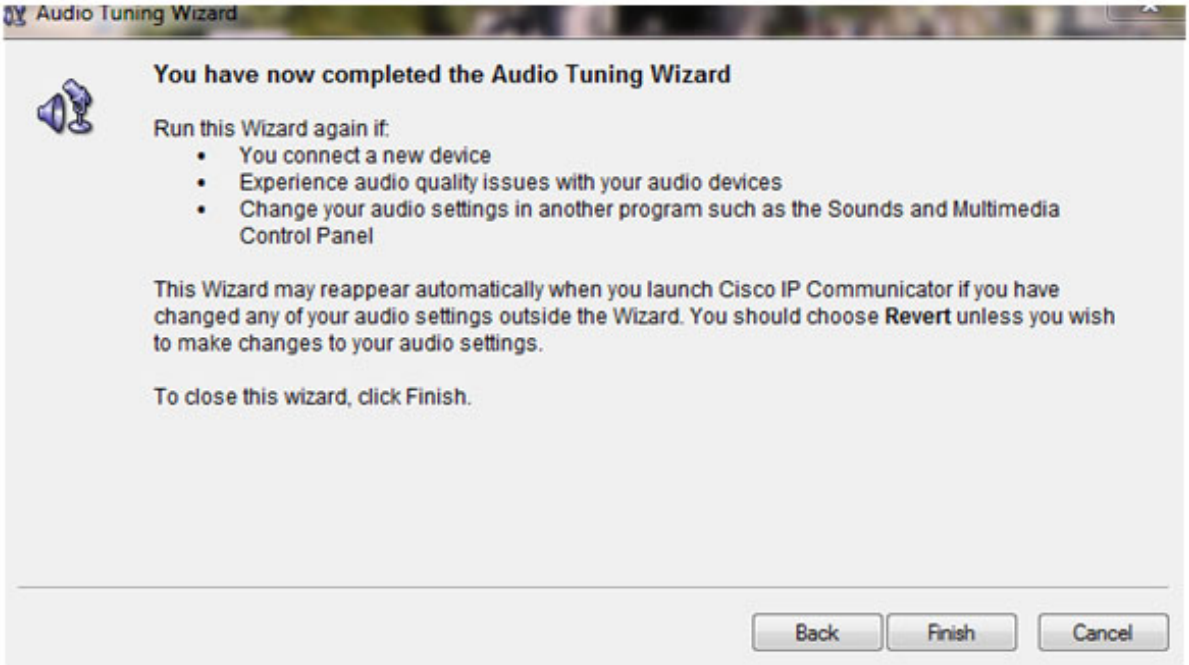
3b. Each audio device's microphone must also be set. Have the end user press the Test button and speak naturally and consistently. Adjust the volume until most of the words the end user are saying are hitting the top of the green and lower yellow bars. It is acceptable if the volume sometimes reaches the red bar. The fine volume controls should be adjusted to tune the microphone sensitivity. When the sensitivity is just right, the end user should press the Next button.


Audio Tuning Wizard - Adjust the Microphone Volume for 'Microphone (Logitech G330 Heads...'
Adjust the Microphone Volume
Make sure you are speaking into the recording device listed below. Press the Test button and read this message at the typical volume at which you would speak while on a phone call. Adjust the volume sliders until the level meter peaks at the highest yellow segment. If you see both a Master and a Fine slider, set the Master slider at 75% and then adjust the Fine slider to a comfortable level. If the level meter does not peak above the green segments even when the volume sliders are set to their highest levels, enable Microphone Boost if available.
Recording device:
Microphone (Logitech G330 Heads...
Fine volume:
Playout
Stop
Back
Next
Cancel

The above two steps must be repeated for every sound device the customer has selected.

4. When the end user has completed setting the audio devices, click on the Finish button.


Audio Tuning Wizard
You have now completed the Audio Tuning Wizard
Run this Wizard again if:
• You connect a new device
• Experience audio quality issues with your audio devices
• Change your audio settings in another program such as the Sounds and Multimedia Control Panel
This Wizard may reappear automatically when you launch Cisco IP Communicator if you have changed any of your audio settings outside the Wizard. You should choose Revert unless you wish to make changes to your audio settings.
To close this wizard, click Finish.
Back
Finish
Cancel

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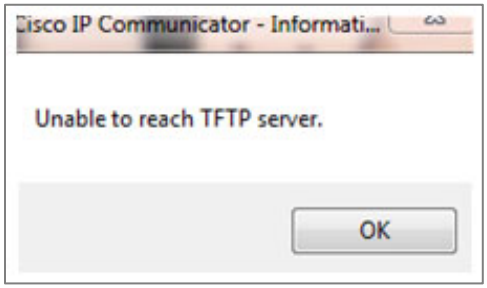
5. IP Communicator for AT&T UC Voice will now attempt to register. If the DHCP server is not configured to set the IP address of the PBX's TFTP server, the following screen may display. For these cases, press the OK button and the Network Preferences screen should display.



If the Network Preferences screen does not display, IP Communicator for AT&T UC Voice will load, but will probably not be able to register. Completely close the application and launch it again as an administrator. To completely close the application, you may need to left click on the IP Communicator icon and select Exit.

If the Network Preferences screen displays, but the Network tab is grayed out, completely close the application and launch it again as an administrator. To completely close the application, you may need to left click on the IP Communicator icon and select Exit.

Once the IP Communicator software is closed, you can run it again as an administrator. In Windows, this can be done by left clicking on the IP Communicator icon on the desk top and selecting "Run as an administrator." IP Communicator for AT&T UC Voice will reload. The Network tab of the Network Preferences screen should not be grayed out.

6. On the Network Preferences screen, select the Network tab. Click on "Use this Device Name" and enter the end user's device name for IP Communicator for AT&T UC Voice. (You can obtain the device name from an AT&T engineer). Also set the TFTP server to the appropriate value if the DHCP server is not providing this information to the PC. Press the OK button.

NOTE: Once the network preferences are set, the end user will not need to launch IP Communicator for AT&T UC Voice as an administrator unless the network settings need to be changed.

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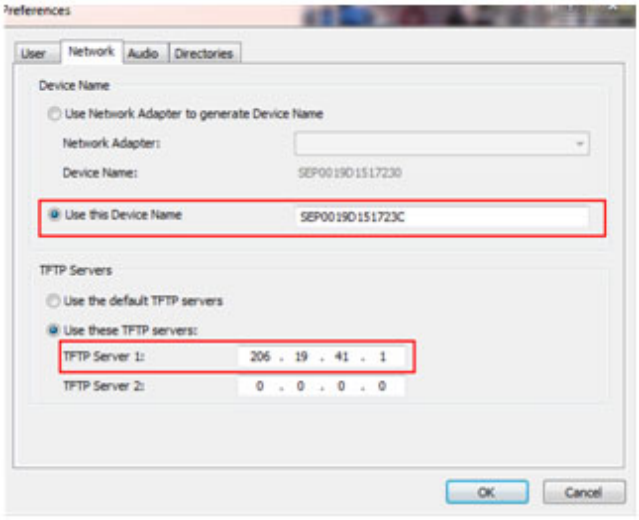

7. Assuming these settings are correct and the PC has IP access to AT&T UC Voice, IP Communicator for AT&T UC Voice should register and become functional. The first time it registers, it downloads telephony locale information showing the progress of the downloads on the end user's computer. Once completed, the registered IP Communicator for AT&T UC Voice should look similar to the following.

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